

Fig. 1

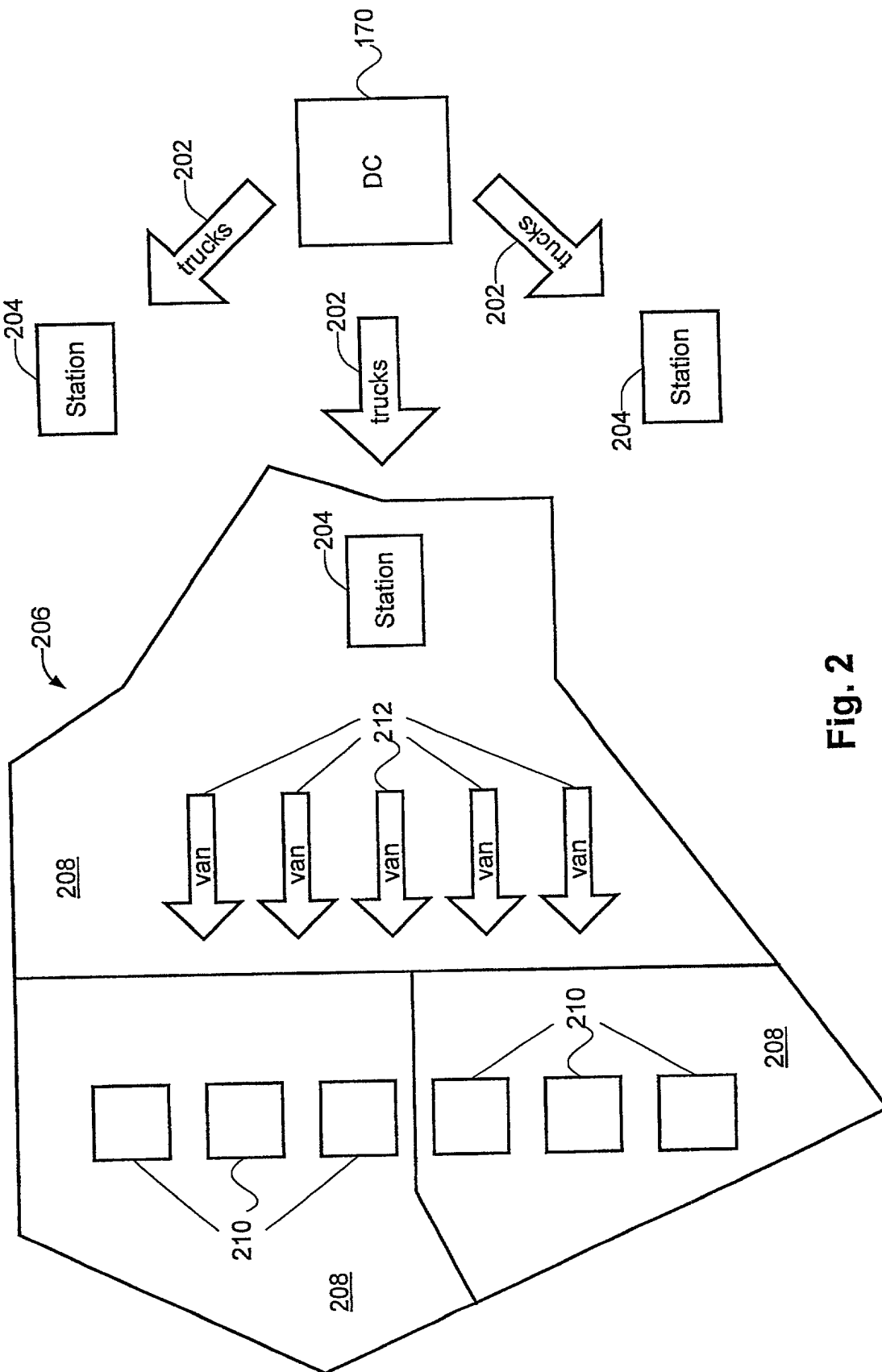


Fig. 2

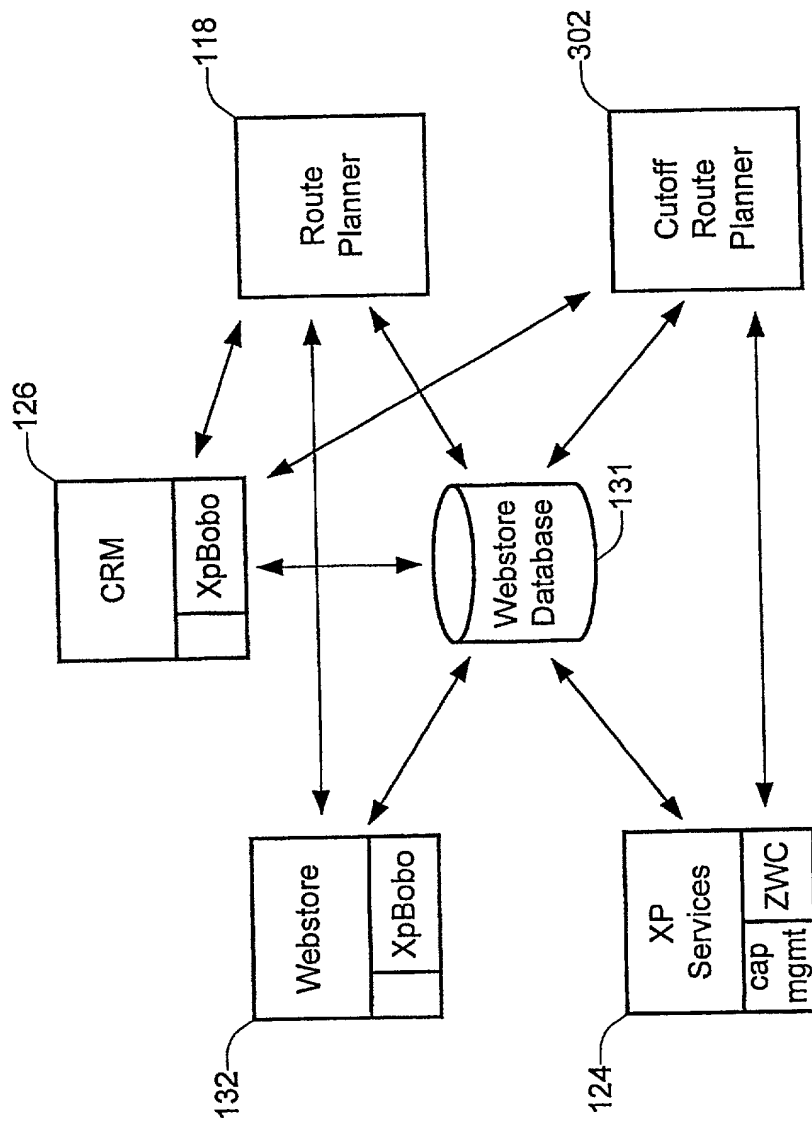


Fig. 3

Fig. 4

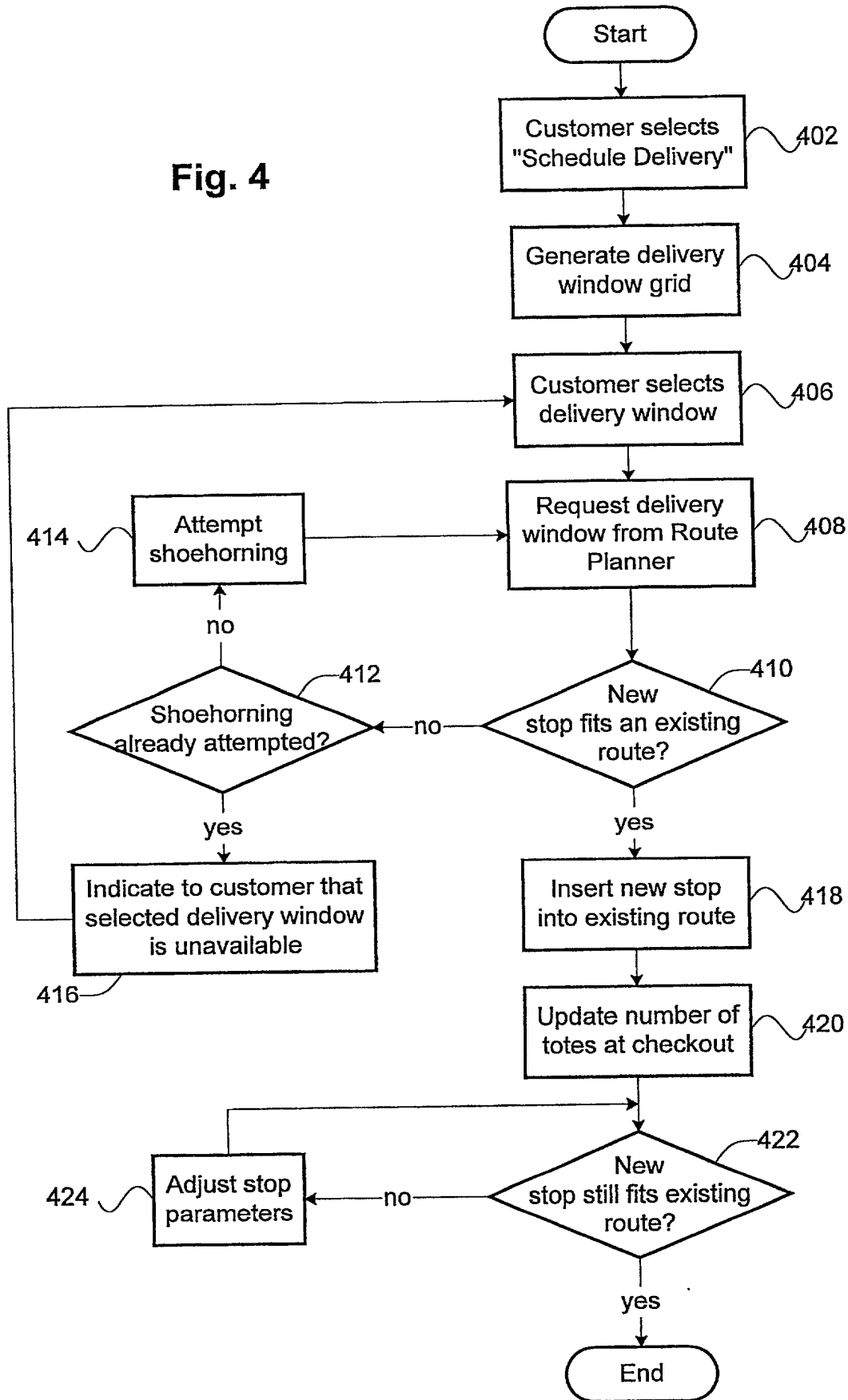
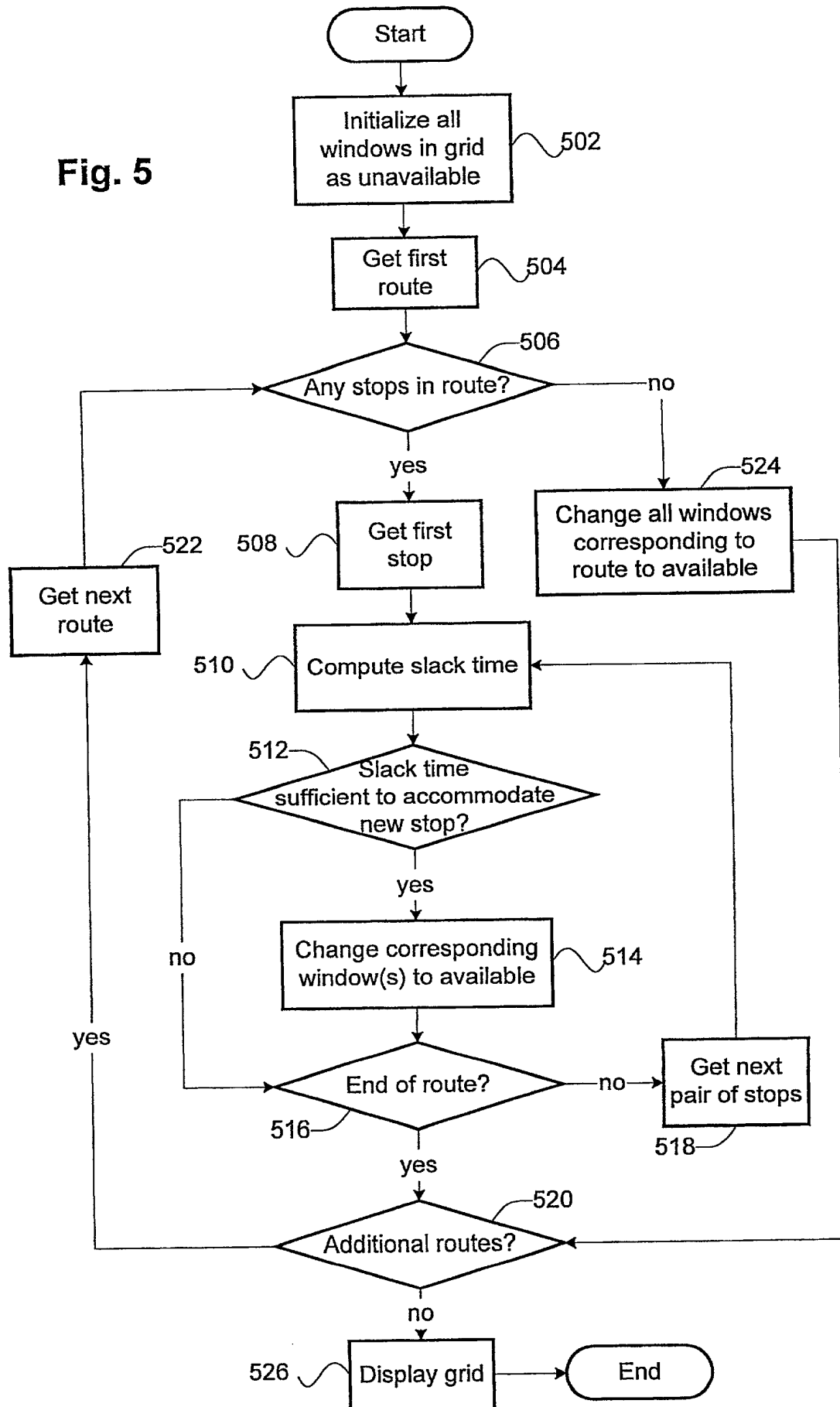


Fig. 5



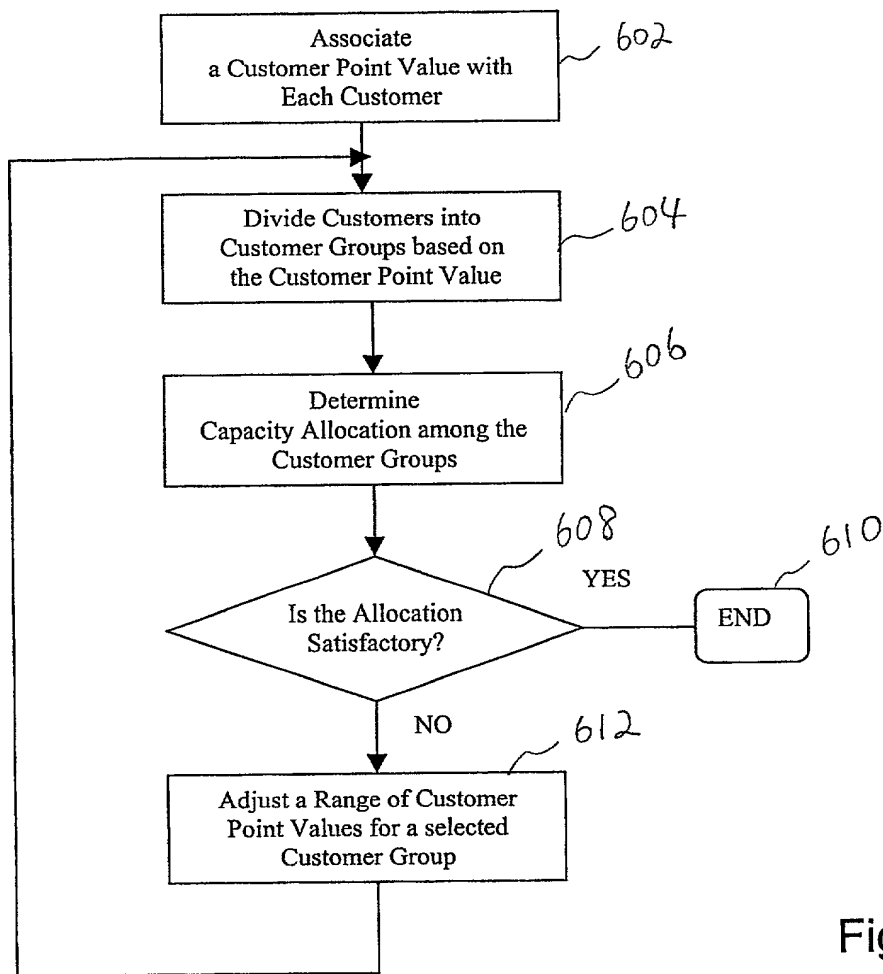


Figure 6

| Average Shipment Size | | |
|-----------------------|----------|--------|
| Threshold | | Points |
| less than 25 | | 0 |
| \$ | 25.00 ≤ | 15 |
| | 40.00 ≤ | 20 |
| | 55.00 ≤ | 25 |
| | 70.00 ≤ | 35 |
| | 85.00 ≤ | 45 |
| | 100.00 ≤ | 50 |
| | 115.00 ≤ | 55 |
| | 130.00 ≤ | 60 |

Figure 7

| Shipment Frequency | | |
|--------------------|--------|--------|
| Threshold | | Points |
| Orders/Week | | |
| less than .25 | | 0 |
| | 0.25 ≤ | 12 |
| | 0.45 ≤ | 20 |
| | 0.75 ≤ | 30 |
| | 1.00 ≤ | 33 |
| | 1.25 ≤ | 36 |
| | 1.50 ≤ | 40 |

Figure 8

| | | | | | | |
|-----|----------------|-----------------|------------|---------------------|--------------------------|-----|
| | 902 | 904 | 906 | 908 | 910 | 900 |
| | Customer | Customer Points | Group Name | Override Group Name | Override Expiration Date | |
| 910 | Mary Smith | 61 | A3 | | | |
| | John Doe | 32 | A4 | A3 | 9/30/1999 | |
| | Joe Smith | 90 | A1 | A3 | 12/31/1999 | |
| | Sunil Bhargava | 50 | A3 | A1 | Null (no expiration) | |

Figure 9

| | | | | | | | |
|-----------------------------|---------|------------|-----------------|--------------------------|--------------|--------|--|
| Input Screen | | | | | | | |
| Begin Date | | 8/5/99 | | 1002 | | | |
| End Date | | 8/31/99 | | 1004 1022 | | | |
| Capacity Allocation History | | | | | | | |
| Begin Date | | 8/5/99 | | 1002 1004 1020 1000 1024 | | | |
| End Date | | 8/31/99 | | 1014 | | | |
| | | | Target | Actual Results | | | |
| Group | Minimum | Capacity | Total Customers | | Total Orders | | |
| | Points | Allocation | % | Number | % | Number | |
| A1 | 86 | 32% | 23% | 5,290 | 34% | 1,780 | |
| New | | 20% | 25% | 5,750 | 17% | 890 | |
| A2 | 74 | 20% | 14% | 3,220 | 22% | 1,151 | |
| A3 | 54 | 16% | 13% | 2,990 | 18% | 942 | |
| A4 | 31 | 9% | 15% | 3,450 | 7% | 366 | |
| A5 | - | 3% | 10% | 2,300 | 2% | 105 | |
| Totals | | 100% | 100% | 23,000 | 100% | 5,234 | |

Figure 10

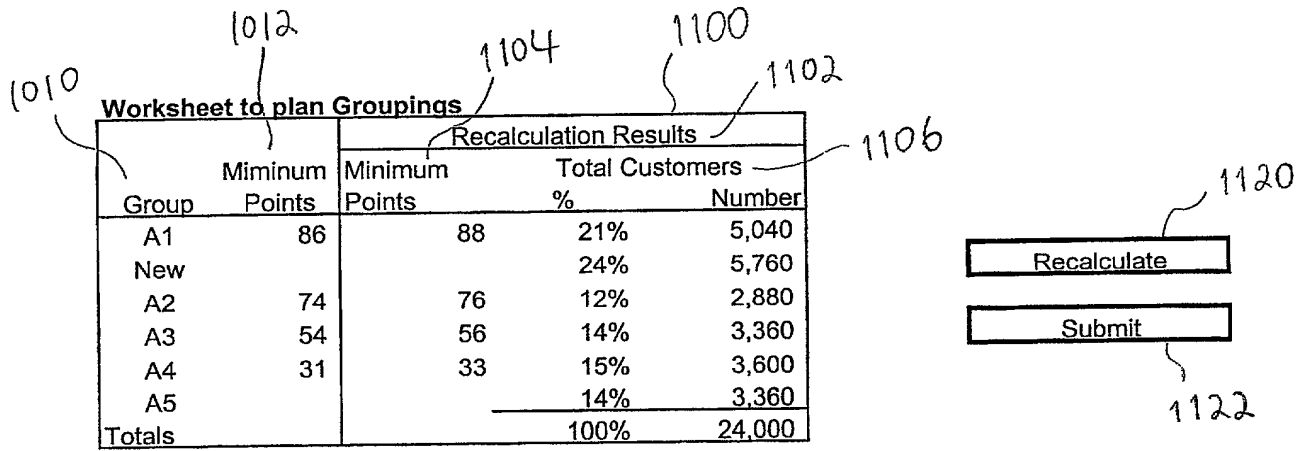


Figure 11

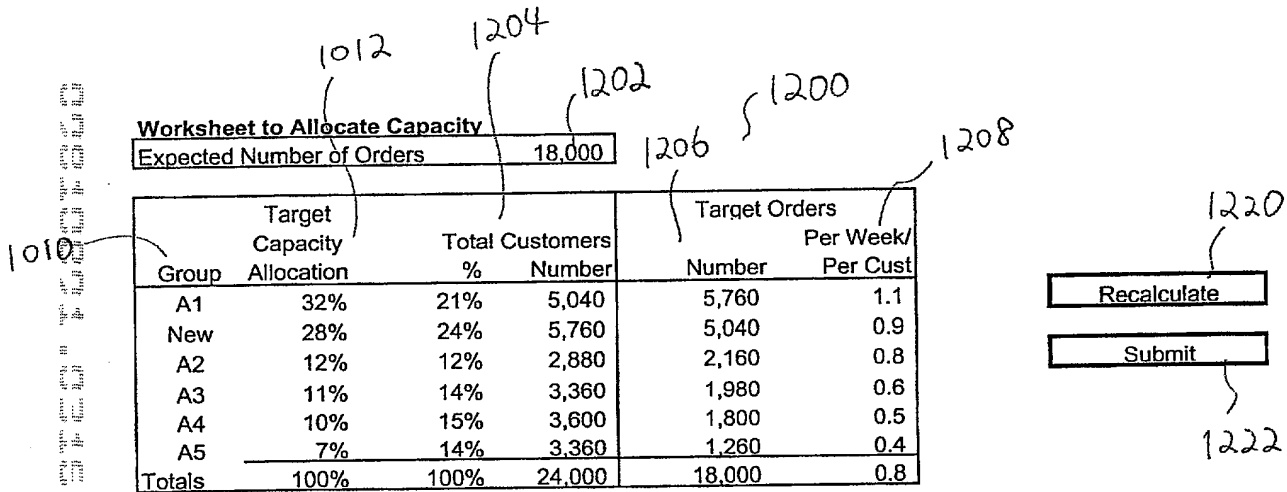


Figure 12

| | | 8:00 | 8:30 | 9:00 | 9:30 | 10:00 | 10:30 | 11:00 | 11:30 | 12:00 | 12:30 | 13:00 | 13:30 | 14:00 |
|------------|-----|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 02/10/2001 | Sun | X | | | H | | X | (X) | X | X | X | X | X | |
| 02/11/2001 | Mon | | | | | | H | (X) | (X) | X | X | X | H | |
| 02/12/2001 | Tue | | | | | | | (X) | (X) | (X) | X | H | | |
| 02/13/2001 | Wed | | | | | | | (X) | (X) | (X) | | | | |
| 02/14/2001 | Thu | | | | | | (X) | (X) | (X) | (X) | | | | |
| 02/15/2001 | Fri | | | | | | (X) | (X) | (X) | (X) | | | | |
| 02/16/2001 | Sat | | | | | | (X) | (X) | (X) | (X) | | | | |

Figure 13

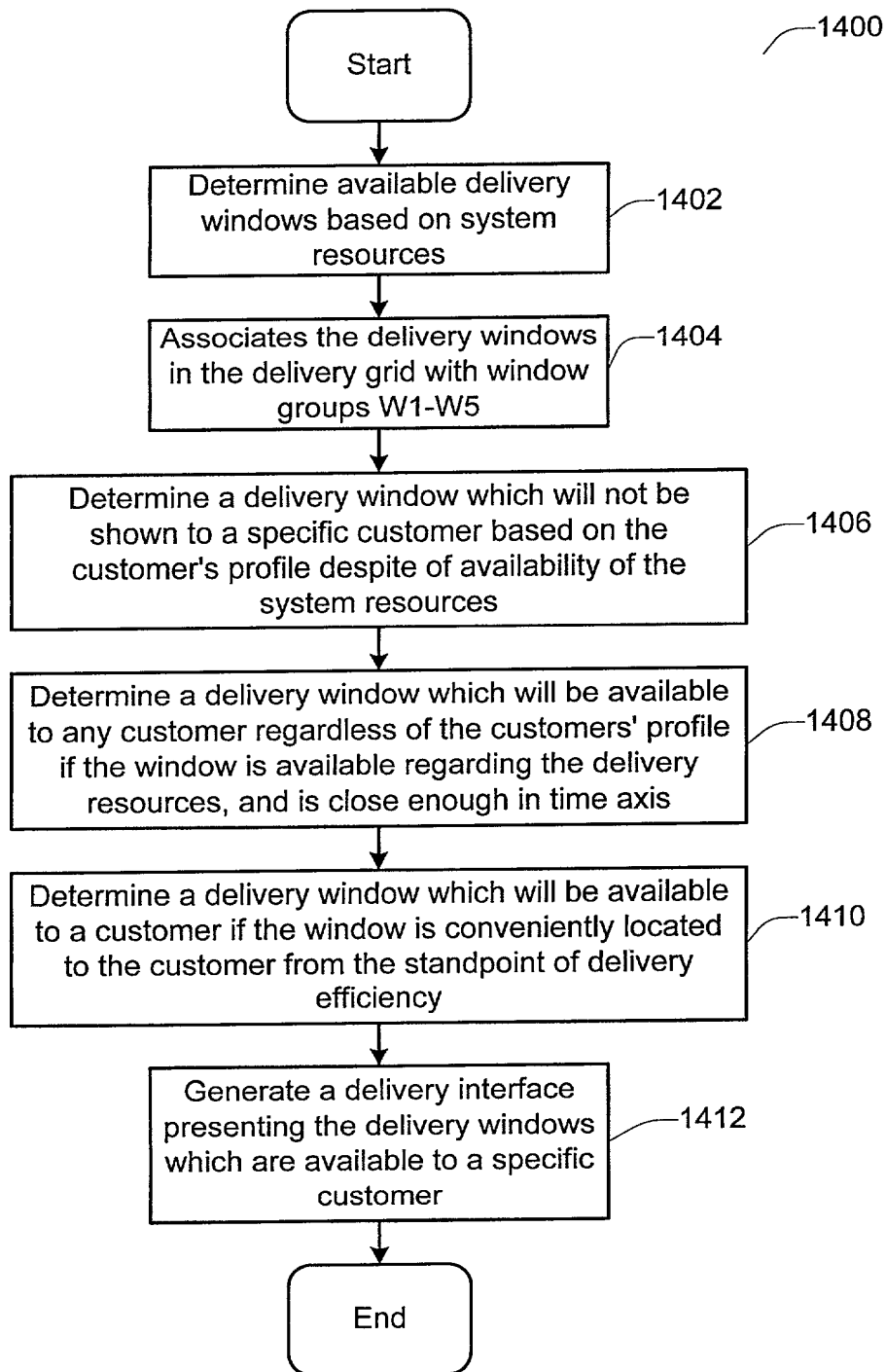


Figure 14